



## Virginia.gov Frequently Asked Questions

### **1. Why are we changing to the new Dot Gov Domain?**

With sweeping reforms to information technology service delivery underway, Virginia seeks to emphasize a new, unified face in the global digital marketplace. Adopting a statewide standard for Web site URLs and email addresses from the state.va.us domain to virginia.gov is a visible, tangible step. Standardizing naming conventions will aid in developing statewide electronic directories and in reducing overhead and administrative costs. This change will aid in improving our customer service and recognizing immediate and future business needs.

In addition, as part of VITA's focus on cost-saving initiatives, the change to the Dot Gov Domain is laying the ground work for a future email consolidation project. Phase I encompasses changing the Governor's Office and VITA to the virginia.gov domain and Phase II involves rollout to other state agencies.

The recommended email naming convention for agencies: `firstname.lastname@officialagencyacronym.virginia.gov`. The Governor's Office, Cabinet, and VITA employees will follow this standard beginning July 1, 2003. Old addresses for these individuals will work until December 15, 2003, approximately six months after the implementation date.

### **2. Do I need to personally make any changes to my email address?**

No. You will not to change any setting on your computer to reflect your new address. Changes are made at the server level; your email address will be automatically updated to reflect your new virginia.gov address.

### **3. What will my address look like?**

The suggested standard email address is in the `firstname.lastname@officalagencyacronym.virginia.gov` format. For VITA employees it will look like the following: [firstname.lastname@vita.virginia.gov](mailto:firstname.lastname@vita.virginia.gov). The Governor's Office and Cabinet will also follow this suggested format. Their address will be `firstname.lastname@governor.virginia.gov`.

#### **4. When will my address work?**

Your new address will become effective on July 1, 2003. All messages being sent from your inbox will automatically have your new virginia.gov address.

#### **5. How long will my old address work?**

Re-directs will be in place and support for the old style of email address will remain until December 15, 2003. After the cut-off date, users will receive a message that their email is undeliverable to you.

#### **6. Are all the agencies going to have new addresses? If so, when?**

Yes. As VITA begins bringing in-scope agencies on board, we will assist the agency in evaluating its email needs and in implementing the virginia.gov standards that have been outlined. If an agency has related business needs that would warrant moving the new domain sooner, we will work with them to facilitate the transition.

#### **7. How do I update my distribution lists that include internal employees?**

If the member is a contact you have created, you will go into the contact and update the email address for the individual and then click "Save" and close.

If the member is an old DIT/DTP/VIPNet Authority address the email address will be changed on the server, you will simply go into the Distribution list and click the "Update Now" button. If the addresses do not change immediately give it a minute to replicate and try "Update Now" again. Once updated click "Save" and close. If you need assistance in updating contacts, please contact the customer service desk.

#### **8. How do I let contacts in my personal address book know of the change?**

To send an e-mail to your contacts list or personal address book alerting users to your new address, you can either create a new distribution list of all your contacts or update your existing one.

To update, first you will create a new message, and click the "To" button. Next go to your Contacts or Personal address book and highlight the first entry in the list and cursor to the bottom of the list. This can be done by holding the shift key down, clicking on the last entry and then click the "To"

button and then "OK". This will put all the highlighted entries in the "To" field. Once all entries are in the "To" field, hit "Send" and the message will be delivered to every entry you have listed, including distribution lists. Please note that some people may receive the message multiple times.

### **9. I receive information from external list serves and online publications. How do I update my subscriptions?**

On most list serves and online publications you will find an email address at the end of the message that will allow you to send a message to the organizations webmaster with your new address. Simply click on that link and ask for your email address to be updated.

### **10. How do I update my PDA/iPAC/Blackberry etc.?**

We are anticipating that no updates will be needed to hand held devices. Once the new address has been implemented, your hand held device should automatically sync to reflect the change. If you experience any problems, please contact the customer service desk.

### **11. Do I need to put an auto reply message on my email to alert users to my new address?**

No, there is no need to put an auto reply on your email. VITA's mail server is configured to not allow auto replies to go out to the internet. Both your new and old email address will automatically be delivered to your inbox. All outgoing mail will show your new virginia.gov address. All VITA employees new email addresses can be found on VITA's intranet.

### **12. How do I update my email "signature"?**

Your email signature is typically found at the end of a mail message. Many users preset this signature function to automatically appear every time they begin a new mail message.

1. To update your signature from the main Outlook window, on the **Tools** menu, click **Options**, and then click the **Mail Format** tab.
2. In the **Compose in this message format** list, click the message format that you want to use the signature with.
3. Under **Signature**, click **Signature**, and then click **New**.
4. In the **Enter a name for your new signature** box, enter a name.
5. Under **Choose how to create your signature**, select the option you want.

6. Click **Next**.
7. In the **Signature text** box, type the text you want to include in the signature.

Once you've created the signature, you can insert it in all new messages, in all messages you reply to or forward, or just in a specific message.

### **13. When will web site URL's change?**

On July 1, 2003 the Governor's Office ([www.governor.virginia.gov](http://www.governor.virginia.gov)), Lieutenant Governor's Office ([www.ltgovernor.gov](http://www.ltgovernor.gov)), Cabinet offices, and VITA ([www.vita.virginia.gov](http://www.vita.virginia.gov)) web sites will change to reflect the new virginia.gov URL. The official Virginia state portal site will also be updated and its new address will be <http://www.virginia.gov>

### **14. If I don't know the new web site address can I still use the old one?**

Yes. All changing websites can be accessed by their "old" addresses. You will be shown the new address and automatically forwarded to the new site. We suggest you take this opportunity to update your bookmarks and links as the sites convert to virginia.gov. All agency websites can be found at [www.virginia.gov](http://www.virginia.gov), the official Virginia home page.